SIP 480i IP Phone
User Guide

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Introduction

This 480i IP telephone has all the features of a regular business set, allowing you to make and receive calls, transfer, conference and more. The 480i provides communications over an IP Network using the SIP IP telephony protocol.

Phone Features

- A3.5" x 2.25" backlit display.
- 6 multi-functional softkeys.
- 4 line/call appearance buttons with corresponding lights.
- Enhanced busy lamp fields.
- Up to 5 additional line/call appearances as softkeys.
- Full-duplex speakerphone for handsfree.
- Built-in-two-port, 10/100 Ethernet switch which lets you share a connection with your computer.
- Inline power support, which eliminates power adapters.

Requirements

- A SIP based IP PBX system or network installed and running with a SIP account created for the new 480i phone.
- Access to a Trivial File Transfer Protocol (TFTP) server.
- 802.3 Ethernet/Fast Ethernet LAN.
- Category 5/5e straight through cabling
- Power over Ethernet (PoE) power supply (optional accessory – necessary only if no inline power is provided on the network).

Installation and Set-up

If your system administrator has not already set up your 480i phone, please refer to the *Aastra 480i Installation Guide* included with your phone for basic installation and physical set-up instructions. For more advanced administration and configuration information, system administrators should refer to the *Aastra SIP 480i IP Phone Administration Guide*.

About This Guide

This guide explains how to use the basic features of your new 480i phone. Not all features listed are available by default. Contact your system administrator to find out which features and services are available to you on your system. Your system administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, administrators should refer to the *Aastra SIP 480i IP Phone Administration Guide*.

Documentation

- ***Aastra 480i Installation Guide*** – installation and set-up instructions, general features and functions, and basic options list customization. This guide is included in the box with your phone.
- ***Aastra SIP 480i IP Phone User Guide*** – explains the most commonly used features and functions for an end user. This guide can be downloaded from www.aastra.com.
- ***Aastra SIP 480i IP Phone Administration Guide*** – explains how to set the 480i phone up on the network and contains advanced configuration instructions for the 480i. This guide has instructions that are at a technical level suitable to a system or network administrator. This guide can be downloaded from www.aastra.com.

Getting Started

This section describes phone behaviour and start up screens you may see when the phone is first plugged in, or when it is restarted.

When You First Plug in Your Phone

The 480i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The first screen the phone displays is the Aastra splash screen.

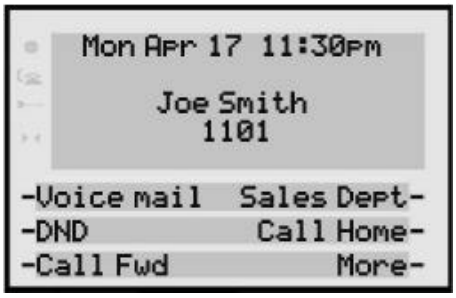
Updating Your Phone

After displaying the Aastra splash screen, the 480i checks settings and looks for new configuration and firmware updates for the phone from the server. If a new update is found, the phone displays the message "**`Updating Config`**" or "**`New Firmware`**". This may take a few moments while the phone downloads the latest updates.

Important! Do not unplug or remove power to the phone while it is checking or installing firmware.

Start up Screens

After the phone displays the Aastra splash screen or after downloading an update (if an update was available), the phone will display the Idle State screen:



The basic **Idle State** screen lists your name, extension, and today's date and time. This screen is shown whenever your phone is not in use.

NOTE: The Idle State screen on your phone may not look exactly as represented here. The softkeys and screen configurations shown are just an example of softkeys that could be set up on your phone by your system administrator.

No Service

If your phone displays a "**`No Service`**" message without any extension or user name at the end of the start up sequence instead of the **Idle State** screen, this means your system administrator has not set up your extension correctly. Contact your system administrator for assistance.

Network Disconnected

The "**Network Disconnected**" prompt appears on the display and the telephone status light turns on when the phone is not properly connected to the network. The phone also displays the default time and date of 12:00am Jan 1st, 2000. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it has been reconnected and will display the "**Network Connected**" prompt temporarily. If changes have been made to your phone settings, you may need to restart your phone. See the following section **Setting Your Options** for instructions on how to restart your phone.

For more information about connecting your phone, refer to the *Aastra 480i Installation Guide* under the section "Connecting to the Network and to Power". Check with your system administrator for assistance.

Setting Your Options

Pressing the Options button gives you a list of configurable options.
The first seven options allow you to customize your phone settings. For detailed information about setting phone options, see the section "**Customizing your Phone**" in the *Aastra 480i Installation Guide*.

```
01 Language
02 Time and Date
03 Set Ring Tone
04 Clear Msg.Wtg.
05 Contrast Level
06 Live Dialpad
07 Set Audio
08 Network
09 SIP Settings
10 Phone Status
```

Options 8 and 9 are generally considered to be administrator level options, and require an administrator password to access. The **Factory Default** setting under Option **10 Phone Status** also requires a password. Some options should only be set up or changed by your system administrator. For more information, refer to the *Aastra 480i Installation Guide* or contact your system administrator.

NOTE: Current supported language options are English, French, and Spanish.

Restarting Your Phone

You may want to restart your phone to check for updates for your phone on the server. You may occasionally need to restart your phone to set changes or updates to your phone or network settings. You may also need to restart your phone if you have been asked to do so by your network or system administrator, or should you experience any unexpected behaviour. You can restart your phone either directly from the phone, or by using the Aastra 480i web client.

To restart your phone directly from the phone:

1. Press Options to enter the Options List.
2. Use ▼ to scroll down the list of options to **10.Phone Status** and press the **Show** softkey, or you can press **0** to jump directly to this option.
3. Use ▼ to scroll down the Phone Status list to **3.Restart Phone** and press the **Show** softkey, or you can press **3** to jump directly to this option.
4. To restart the phone, press the **Restart** softkey.
5. If you do not wish to restart your phone, press the **Cancel** softkey.

Note: Your phone will be out of service temporarily during the restart and downloading process.

Important! Do not unplug or remove power to the phone while it is checking or installing firmware.

The Aastra 480i Web Client

You can also restart your phone from the Aastra 480i Web Client. From this web client, you can change some settings and view information about your phone.

Access the Aastra 480i Web Client by opening your web browser and entering the 480i IP Phone's IP address into the address field, starting with the web prefix "http://".

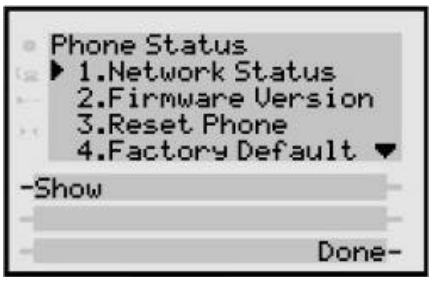
NOTE: the Aastra web client supports Internet Explorer and Gecko engine based browsers like Firefox, Mozilla or Netscape.

In order to access the Aastra 480i Web Client, you will first need to know the IP address of your phone.

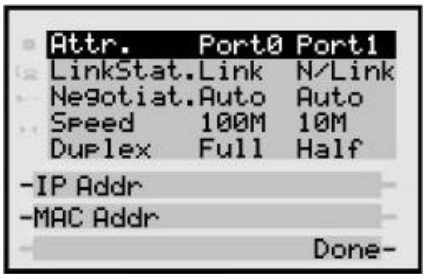
To Find Your Phone's IP Address

1. Press Options to enter the Options List.
2. Use ▼ to scroll down the list of options to **10.Phone Status** and press the **Show** softkey, or you can press **0** to jump directly to this option.

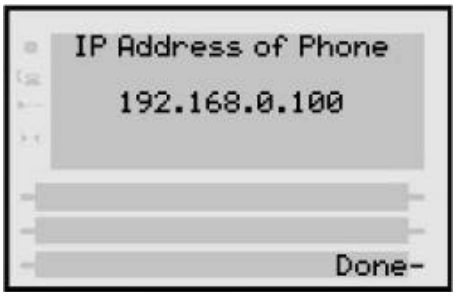
3. Use ▼ to scroll to **1.Network Status** and press the **Show** softkey, or you can press **1** to jump directly to this option.



4. Press the IP Addr softkey.



5. You will now see your phone's IP Address.



Accessing the Aastra Web Client

Open your web browser (i.e. Internet Explorer, Firefox or Netscape, etc.) and enter your phone's IP address into the address field, starting with the web prefix "http://", for example: "http://192.168.0.133".

On the side menu of the Aastra 480i web Client, you will see three main categories: **Status, User**, and **Admin**.

Status: This category allows you to view your phone's network status and phone version information (network, hardware, and firmware).

Admin: This category contains administrator-only options to configure how the phone connects to voice services. These settings require an administrator password, and should only be accessed by your system administrator.

User: This category contains two options:

- **Password**
- **Restart**

Password: This category allows you to change the web-access password for your phone. Changing your password ensures that only you can alter your phone settings, and helps keep your system secure.

To set up or change your password:

1. If you do not yet have a password, leave **Current Password** field blank.
   If you do have a password, type it in after **Current Password.**
2. Type in your new password at **New Password.**
3. Type it in again at **Password Confirm.**
4. Click on **Set Password** to finish and set your new password.

NOTE: See your system administrator if you have forgotten your password.

Restart: This category lets you restart your phone. You may be required to do this if your system administrator changes your SIP or network settings.

To restart your phone:
Press the **Restart** button.

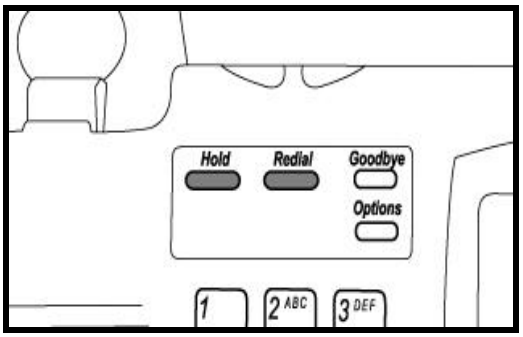
NOTE: this will restart the phone no matter what its current state is. You will **not** lose any of your stored information in your Callers, Redial or Directory listings.

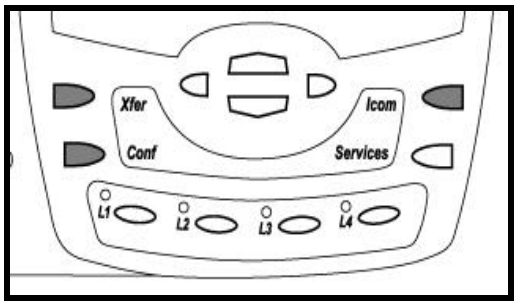
Using the 480i Phone

The following sections describe the various 480i phone key functions, and how they help you make and manage your calls and caller information.

Hard keys

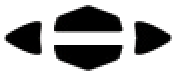
There are hard keys on your phone, such as *Hold*, *Redial*, *Xfer*, *Icom*, and *Conf*, that are configured for these call-handling features. These keys are static and cannot be reprogrammed or changed. They are located in two different areas on the phone.





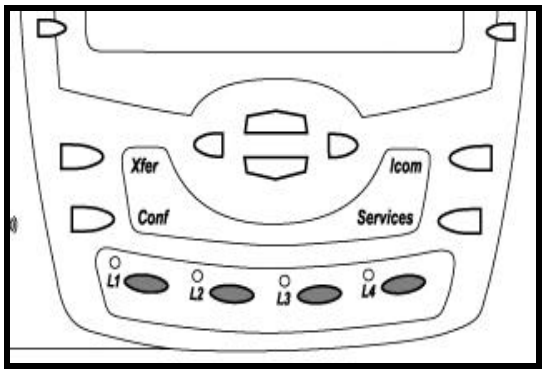
Navigation Arrow Keys

The arrow keys located below the display are navigation keys that allow you to scroll through and select various options.



Multiple Line and Call Appearances

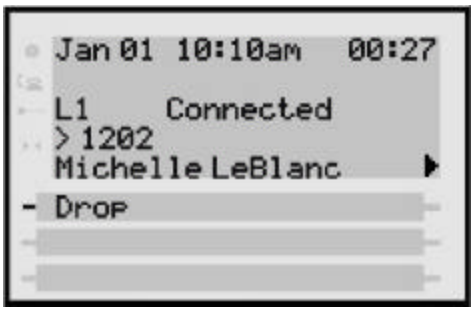
The 480i has 4 hard line/call appearance buttons each with a corresponding status light.



These line/call appearance buttons and lights can represent physical lines or calls for your extension. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, it automatically selects a line for you.

Line/Call Appearance Behaviour	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

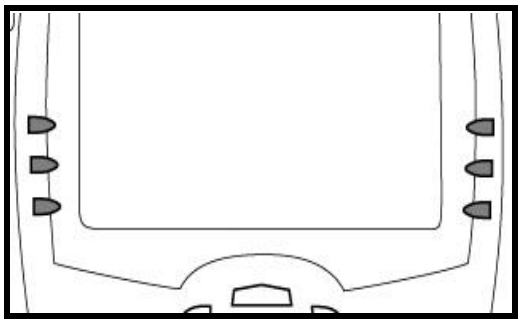
When you have more than one call, you can use the left and right navigation buttons (◄ and ►) to scroll left and right to the different call information. Icons ◄ and ► appear if there is call information either left, right or to both sides of the current information you are viewing.



The display shows what line the call information is referring to (**L1**, **L2**, **L3**, etc), the Caller ID information (name and number, if available), the call status (**Connected, Ring, Hold** etc.) and the timer specific to that call.

Softkeys

Your 480i has 6 softkeys, 3 on either side of the phone's display. The softkey menus will change depending on the phone's state, displaying relevant softkeys only.



Customized Softkeys

The 480i's softkeys can be configured as speed dials or as line/call appearances. Your system administrator customizes the softkeys through the configuration files for your phone. For more information on how to configure softkeys, system administrators should refer to the administration guide for this phone.

Softkeys as Customized Speed Dials

Your system administrator can set up custom softkeys as speed dials. Speed dials can be programmed to dial directly to another person's line or extension, or set up to quickly access features such as Call Return (*69), or Voicemail.

A customized label displays the function for each softkey on the display screen. When you press a custom softkey, the phone goes off-hook and dials the star code or number set up for this softkey.

NOTE: Quick access features like Call Return and Voicemail must first be configured on your PBX in order to work on your phone. See your system administrator for more information.

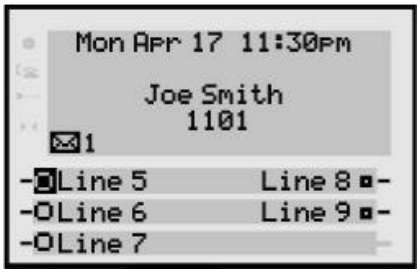
Do Not Disturb (DND)

One of your softkeys can be configured into a Do Not Disturb (DND) function. This is done through the administrator level configuration files only. Talk with your system administrator if you would like the DND feature set up on your phone. See the 480*i Administrator's Guide - Sample Configuration Files* for more information. Once DND has been configured, your softkey switches DND on and off. If your phone shares a line with other phones, only your phone is affected by switching DND off or on. When DND is enabled on your phone, you see on the second row of your display when your phone is in the idle state. A caller trying to reach you hears a busy signal or recorded message, depending upon the server configuration.

Softkeys as Line/Call Appearances

Your system administrator can also customize up to 5 of your 6 softkeys on your 480i phone to function as additional line/call appearances. These line/call appearance softkeys function in a similar manner to the 4 line/call appearance hard keys and lights on your phone.

Lines/call appearance softkeys appear on the phone's display as shown in the following image.



Icons displayed next to the softkeys indicate the status for that line or call, and are equivalent to the line/call appearance lights of the hard keys on the phone.

Softkey Line/Call Appearance "Lights"			
Activity	**Action**	**Icon**	**Definition**
Idle	Solid	▪	There is no call activity for this line/call appearance softkey.
Connected	Solid	O	A call is connected to your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid green light.
Ringing	Flashing	O	A call is ringing at your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing green light.
On Hold	Flashing	▣	A call is on hold on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing green light.

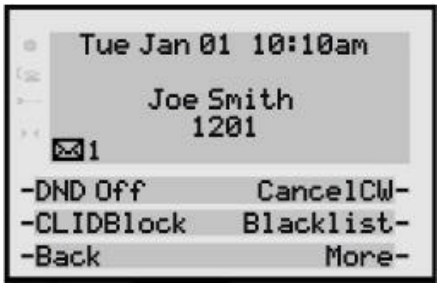
Your phone can accommodate up to 9 line/call appearance keys, including the four hard line keys.
If all line/call appearances have been set up for the same number, a total of 9 lines can be configured. If all line/call appearances have been set up between two different numbers, a total of 8 lines can be configured. This means that when all line/call appearances are in use, one call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

Different relevant softkeys become available depending on whether your phone is in an idle or active state (ringing, conference, connected, etc). Any configured line/call appearance softkeys remain available regardless of your phone's state.

NOTE: In some situations, such as during a conference call, the line/call appearance softkeys may overwrite some of the context dependent soft keys. In this case, up or down icons, ▲ or ▼, will appear on the display. Use the ◀ and ▶ navigation keys to access the additional softkey functions.

Idle State

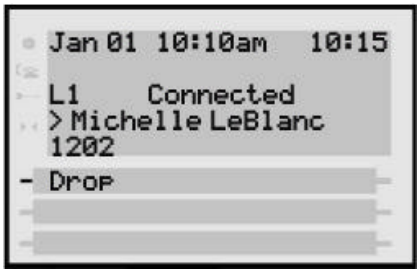
The Idle State menu appears when your phone is not in use. A number of softkey functions are available to you in this state. Specific functions will depend upon how your system administrator has configured your softkeys.



If more than 6 softkeys have been set up for you, **'More'** softkeys will be created as required. Pressing the **More** softkey accesses more softkey options on the next screens. Continue to press the **More** softkey to return to the previous menu screen.

Connected State

The connected state screen appears when you are talking to someone on the phone. Connected state functions are available as softkeys on the connected state screen, as well as hard keys on the phone. These softkeys and hard keys allow you to handle calls, such as transferring, conferencing, and placing calls on hold.



If softkeys have been configured as line/call appearances and you are connected to a call, the line/call appearance softkeys will display beneath the **Drop** softkey. Pressing the **Drop** softkey will disconnect you from the call you are connected to.

Making Calls

This section describes ways to make calls on your 480i phone, using your handset, speakerphone or headset.

Dialing a Number

First, take the phone off-hook by:

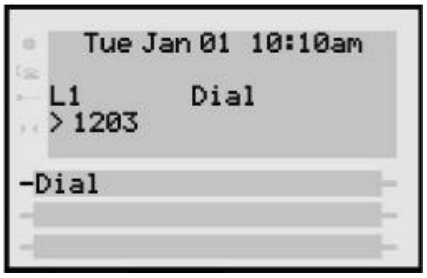
- lifting the handset, or
- pressing the /headset button, or
- pressing a line/call appearance button.

At the dial tone, enter the number you wish to call. If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

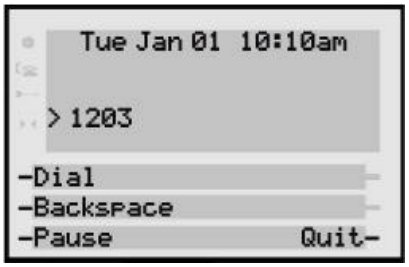
Depending upon how you have set the Live DialPad option in your phone, your phone will either dial the digits as soon as they are pressed or collect the digits on the screen before dialing. See the section "Customizing your phone" in the *Aastra 480i IP Phone Installation Guide* for more information on how to configure the Live DialPad option.

Dialing a Number Live

If the Live DialPad option is on, as soon as you press the first digit on the dial pad the phone automatically selects the next available line, goes off-hook and dials as digits are pressed.



Pre-dialing a Number



If the Live DialPad option is off, you can make a call by pre-dialing a number. Pre-dialing lets you view a number before you dial. Use the **Backspace** softkey to correct any errors.

You can make a call by either:

- Entering the number and then pressing either the **Dial** softkey, the /headset button or one of the four line/call appearance hard keys.
- Lifting the handset (the phone will automatically select the next open line/call appearance) and then entering the number.
- Pressing the /headset button and then entering the number.
- Pressing a line/call appearance button and then entering the number.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/headset audio mode. For more information on how to set this audio option in your phone, see the section "Customizing Your Phone" in the *Aastra 480i IP Phone Installation Guide*.

- To dial using handsfree, first press and enter a number at the dial tone.
- To answer a call on the 480i phone using handsfree, press or the line/call appearance button.
- If in speaker audio mode, press to switch between handsfree and handset.
- If in speaker/headset audio mode, press to switch between handsfree and headset.
- When the handset is on hook, press Goodbye to disconnect a handsfree call.

When handsfree is on, the speaker light turns on.

Using a Headset

The 480i accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Advanced Volume Controls for the Headset Mic

On the 480i, there are 3 options for the headset microphone volume. To change this volume:

1. Press Options to enter the Options List.
2. Use to scroll down the list of options to **7.Set Audio** and press the **Show** softkey, or you can press **7** to jump directly to this option.
3. Press the **Advanced** softkey.
4. Use to scroll down the list or press the **Change** softkey to go to the next selection.
5. Press the **Done** softkey to save changes and exit.
6. If you do not wish to save changes, press the **Cancel** softkey.

NOTE: By default, the volume for the headset microphone is set to medium.

To Make and Receive Calls Using a Headset

1. Ensure that you have selected a headset audio mode by accessing the Options list available from the phone. See the section "Customizing Your Phone" in the *Aastra 480i IP Phone Installation Guide* for information on these settings.
2. Plug the headset into the jack.
3. Press the / key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.
4. Press the Goodbye key to end the call.

Redial

Press the Redial button to dial the most recent number you dialed from the phone. If you are off-hook and press Redial the last number you called will be called back. If you are on-hook and press Redial, a Redial Directory list appears on-screen. The redial list stores up to the last 100 numbers you called, along with the date and time of the call, allowing you to scroll through and select the number you wish to redial.

Accessing the Redial List

1. If you are off-hook and press Redial, the telephone automatically dials the last number you called.
2. If you are not on the phone, press Redial to display the most recently dialed number and use ▼ ▲ to scroll through the list to view the other numbers.
3. Press ▼ to see the second most recently dialed number, or ▲ to see the oldest call on your list.
4. Press the **Details** softkey if you would like further details about the call (the line the call was made on, and the duration of the call).
5. To dial the displayed number, you can either
   - press the **Dial** softkey
   - press /,
   - lift the Handset
   - or press a line key.
6. Press Goodbye or the **Quit** softkey to cancel.

Saving from the Redial list to your Directory

To move an entry from your redial list to your directory list, where it can be permanently stored,

1. Press the **Copy** softkey.
2. Press the **OK** softkey to confirm the saved entry. From the directory list, you can add a name or edit the listing.

See the section ***Directory List*** in this guide for more information on the directory list.

Deleting from the Redial List

To delete individual entries:

1. Press **Redial.**
2. Scroll through to find the entry you wish to delete.
3. Press the **Delete** softkey. Press the **DeleteItem** softkey at the prompt to erase the entry.
4. Press the **OK** softkey, or wait a moment, to return to the Redial list.

To Delete All Entries in your Redial list:

1. Press **Redial.**
2. Press the **Delete** softkey. Press the **Delete All** softkey at the prompt to erase all entries.

Press the **Quit** softkey or Goodbye at any time to exit the Redial list.

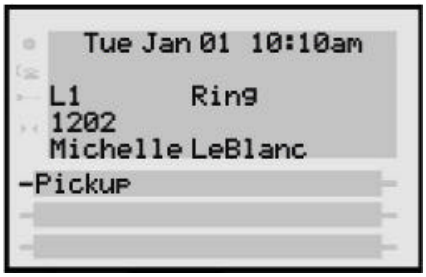
Mute

Press the button at any time to mute handset, headset or handsfree. The speaker light flashes slowly and "**Mute**" appears on screen. You can hear the caller, but they cannot hear you. To switch mute on or off, press .

NOTE: If you place a muted call on hold, the phone will automatically take the call off mute when you reconnect to the call.

Receiving Calls

When a call is ringing at your extension, you will see the Inbound Call screen. The line/call appearance light will flash quickly for the incoming call.



Answering an Incoming Call

To answer the call:

- For handsfree operation, press the **Pickup** softkey or the line/call appearance button for the incoming call.
- Press the / button for handsfree or headset operation.

NOTE: The audio mode setting you have selected in the options list under **7. Set Audio** determines if the call goes to handsfree or headset operation. For more information, see the section "Customizing Your Phone" in the *480i Installation Guide*.

- Lift the handset for handset operation.

When you answer the call, the screen will change to the Connected State menu.

If the phone is already connected to a call, press the line/call appearance button for the new incoming call to automatically place the connected call on hold and answer the new call. To reconnect to a party, press the line/call appearance button for that call.

If you cannot answer the call, the caller goes to voicemail if voicemail has been configured for your extension.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press the Goodbye key without picking up the handset. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen will display a voicemail icon, , along with the number of waiting messages, if you have unheard messages (example: x4).

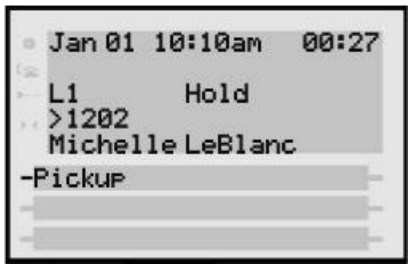
Handling Calls

When you are connected to a call, you can use the hard keys on the phone to place a call on hold, transfer, or conference.

Placing a Call on Hold

When you place a call on hold, only your phone can retrieve the call. To place a call on hold:

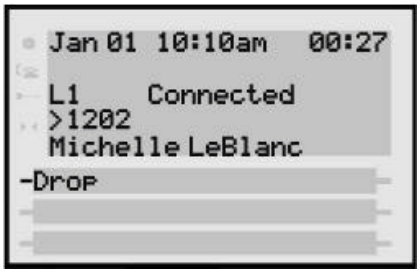
1. Connect to the call (if not already connected).
2. Press the **Hold** key.



The line/call appearance light will begin to flash slowly. The screen displays "**Hold**" with the line number the call is held at on your phone.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). The call/line appearance light for the line you are on remains solid to indicate that you are still connected.



Automatic Hold

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button.

Retrieving a Held Call

If you have more than 1 call on hold, you can scroll through the held call information by pressing the ◄ and ► navigation keys. To reconnect to a call, press the line/call appearance button where this call is being held or press the **Pickup** softkey. Press Goodbye to disconnect the call.

Transferring a Call

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer after you have entered the number, but before the phone begins dialing out.

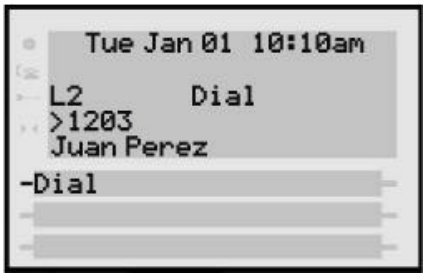
Consulted Transfer

You also have the option to consult with the person you are transferring the call to before you complete the transfer. Remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or go back to the original call. *

To transfer a call to another extension:

1. Connect to the call you wish to transfer (if not already connected).
2. Press the **Transfer** button. You will hear a dial tone as a second line opens up.

3. Enter the extension number, or dial the external number of the person you wish to transfer the call to.
4. To complete a "blind" transfer, press the **Transfer** button again before the phone begins dialing. Hang up to complete the transfer.
5. To complete a "consulted" transfer, remain on the line to speak with the party before pressing **Transfer** again. You can switch back and forth between calls by pressing their corresponding line/ call appearance buttons before completing your transfer.



6. If you do not wish to transfer the call, press the **Cancel** softkey to abort the transfer. This disconnects the new call, leaving the original call on hold. To go back to the original call, press the line/call appearance button for the held call.
7. To complete the transfer, press the Xfer button again. To abort the transfer, place the handset back on hook or press the Goodbye button.

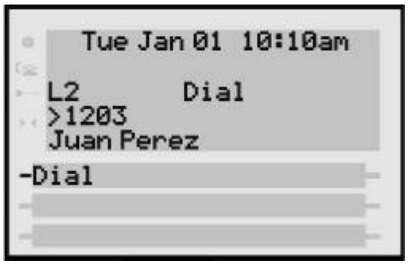
***PLEASE NOTE**: if you are using a Nortel proxy server, the Transfer key does not support Consulted Transfer. However, you can place a consulted transfer through the Conference button. If you are using a Nortel proxy server, place a conference call as described below. After all parties are connected, you can hang up, leaving the remaining two parties connected. See your system administrator for more information.

Conferencing Calls

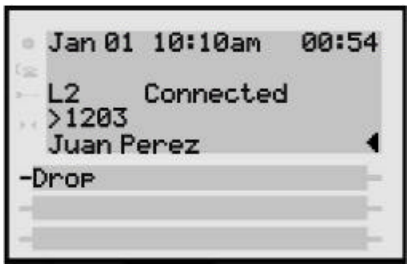
The 480i phone supports up to three parties (including yourself) in a conference call. This is also known as a 3 Way call.

To create a conference call:

1. Connect to the first party you wish to include in the conference (if not already connected).
2. Press the Conf button. The phone places the current call on hold and opens a new line.
3. Dial the number of the person you wish to add to the conference.



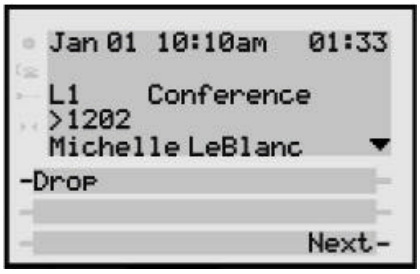
4. Wait for the new party to answer. You can consult with the new party first before adding them to the conference.



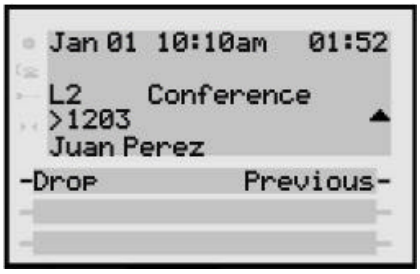
5. If you do not wish to add the new party to the conference, press the Goodbye button while connected to this new call. This disconnects the new party, leaving the original call on hold. To go back to the original call, press the

line/call appearance button for this call.

6. If you wish to add the new party to the conference, press the Conf button again.



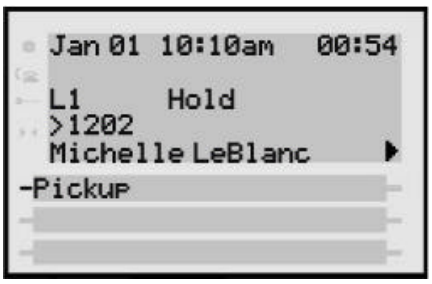
7. To drop a party from the conference, use the navigational keys to navigate to the desired party's call appearance screen or press the **Next** and **Previous** softkeys (if visible), and then press the **Drop** softkey.



NOTE: If you disconnect from the conference, the other two parties will also disconnect. (The exception is if your system is using a Nortel proxy server).

Picking up Calls

If you are juggling multiple calls, you can scroll through call information by pressing the ◄ and ► navigation keys. If you wish to connect to an incoming call or re-connect to a call you placed on hold, press the line/call appearance button for the call or press the **Pickup** softkey.



If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call automatically places the connected call on hold and answers the new call.

Ending Calls

To end a call, you first need to connect to the call, if not already connected (for example, if your call is on hold). Press the Goodbye button to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Managing Call Information

The 480i has several features that make it easier to make and manage calls, and to keep track of your caller history, as well as your business and personal contacts.

Star Codes

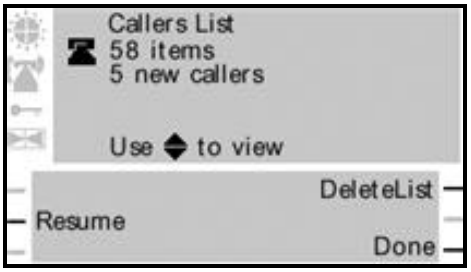
All of the main call handling and extension management features for your system can be set up as speed dials on softkeys on your phone. Your system administrator can set these softkeys up through the configuration files for your phone. If these have not been set up, you can dial any star code commands on the 480i phone the same way you would on a regular telephone.

Services

The **Services** key on the 480i accesses enhanced features and services. Services currently include the Callers list and Directory list.

Callers List

The Callers list is a stored log of your incoming calls. The 480i telephone stores information on up to 200 incoming calls in the Callers List. Your telephone logs the number and name (if available) of the caller, the time of the call, and the number of times they tried to reach you.
When the Callers List is full, the oldest call records are deleted to accommodate the information of new callers.
If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a speed dial or the Directory, the Callers List will display the name and number.
The display shows you how many callers have been added to the list since you last checked it.



Caller's List Screen Display

v450-349-0438.	**v** means you have returned the call from the Callers List
N MAR 04 3:30pm 2x	**N** means a new call.
XX New Callers	When you're not on the telephone and not in the Callers List, the display shows you how many callers have been added to the list since you last checked it.
	Indicates an unanswered call in the Callers List.
	Indicates an answered call in the Callers List.
	Indicates a Call Waiting call in the Callers List.
	Incoming call waiting call.
Laflamme&assoc 450-349-1234 Jun 3 2:41pm 2X	2x means this caller has called twice. The display shows the date and time of the last call from that caller.

Accessing the Callers List

1. Press the **Services** key.

2. Scroll down to **2. Callers List** and press the **Select** softkey. The screen will tell you if your Callers list is empty, or if you have new or old messages to view.
3. Press ▼ to see your old calls, or ▲ to see the newest calls on your list.
4. If you would like to view your calls alphabetically, press the **Sort** softkey, then press ▼ to view your calls in ascending alphabetical order.
5. If you are interrupted by a call or other task as you are searching through the Callers list, you can press the **Resume** softkey to take you back to the last record viewed, so you can continue your search where you left off.
6. Press the **Quit** softkey or Goodbye to exit the Callers list at any time.

Editing in the Callers List

NOTE: The Callers list does not save changes. Editing in the Callers list is generally used if you plan to call the number and need to add a prefix.

1. Press the **Services** key.
2. Scroll down to **2.Callers List** and press the **Select** softkey.
3. Press ▼ ▲ to find the entry you want to edit. Press ▲ to view the most recent call, or ▼ to see the oldest call on your list.
4. Press the **EditNum** softkey. The cursor moves to the front of the number.
5. To move the cursor one digit to the right, press ▶. To erase one digit to the left of the cursor, press the **Backspace** softkey.
6. The **abc/ABC/123** softkey allows you to select between capitalized letters, lower case letters, and numerals when adding or editing an item.
7. To dial the displayed number, you can press /, the **Dial** softkey, or just lift the handset or press any line keys.

NOTE: In editing mode for the Callers or Directory lists, the '1' key accesses various characters for adding entries such as URLs and IP addresses. The table below illustrates the characters that can be accessed through this key, in the order in which they appear on-screen (for example, press the '1'key three times in letter mode (**ABC** or **abc**) to add periods to an IP address).

1	@	.	:	;	=	_	,	-	`	&	(	)

Saving from the Callers list to your Directory

To move an entry from your Callers list to your directory list, where it can be permanently stored,

1. Press **Services**, and scroll down to **2.Callers List**.
2. Scroll though your list to find the entry you wish to copy and save to your directory.
3. Press the **Copy** softkey.
4. Press the **OK** softkey to confirm the saved entry. From the directory list, you can add a name or edit the listing.

See the section *Directory List* in this guide for more information on the directory list.

Deleting from the Callers List

There are two ways to delete items from the Callers list.

Deleting items one by one:

1. Press the **Services** key, and select **2.Callers List.**
2. Press to find the item you want to delete.
3. Press the **Delete** softkey. Press the **Delete** softkey again at the prompt to erase the item.

Deleting All Calls:

1. Press the **Services** key, and select **2. Callers List**.
2. Press the **DeleteList** softkey**.** Press the **DeleteList** softkey again at the prompt to erase the entire Callers list.

Directory List

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 480i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. Each entry can contain a maximum of 16 letters and numbers.

Accessing Your Directory

To access your Directory and view your listings:

1. Press the **Services** key.
2. Press the **Select** softkey to select **1. Directory List**. The screen display tells you if your directory is empty, or displays the number of entries in your list.
3. You can view entries by pressing to scroll through the list. Press to see your oldest entry, and to see the newest entries in your list.
4. To search for an entry by name, press the dial pad number corresponding to the first letter of the name (for example, press 7 for the letter P). Continue to press the dial pad number to access other letters on the same key (for example, press 7 three times for 'Ron'). If there are multiple entries under the same letter, you can use to scroll through the list, or continue to press the next letters of the name to find a better match.

5. To dial the displayed number, you can either:
   - press the / key
   - press the **Dial** softkey
   - lift the handset
   - or press any line keys.

6. To exit the directory list, you can press **Services,** the **Quit** softkey**,** or Goodbye.

Adding a new item into the Directory:

To add a new name and number to your Directory list:

1. Press the **Services** key, and use the **Select** softkey to select **1. Directory List**.
2. Press the **Add New** softkey.
3. At the name prompt, enter the name of your contact. The screen automatically capitalizes the first letter of the entry. Press to put a space between the first and last name. Use to erase or edit a letter or numeral.
4. When you have finished entering the name, press the **Save** softkey to move to the number field.
5. The **abc/ABC/123** softkey allows you to select between capitalized letters, lower case letters, and numerals when adding or editing an item.

TIP: Always enter your items using the same format each time for easy retrieval (i.e. last name, then first name).

Saving from Hard keys to the Directory

To save an entry from your Redial list or Callers list:

1. Enter your Callers or Redial lists. Press **Services** to access Callers, and **Redial** to access the redial list.
2. Scroll through the list to find the name and number that you wish to save to your directory.
3. Press the **Copy** softkey. The entry is copied to your Directory.
4. From the Directory, you can edit the name and number using the **Change** softkey if you choose.

Editing in Directory

To edit a listing in your directory:

1. Press **Services**, and use the **Select** softkey to select **1. Directory List**.
2. Access the entry you want to edit by pressing the first letter of the name on the dial pad, or use to scroll through the list.
3. To begin editing press the **Change** softkey. Use to move the cursor to where you would like to start editing. Use the dial pad to enter additional digits or characters. Use the **ABC** softkey to select between adding lower and upper case letters or numerals. If you don't want to change the number or name just press the **Cancel** softkey at any time to exit.

4. Press **Save** to finish and save your edited entry.

Deleting Items from Directory

There are two ways to delete listings from your directory.

To delete items one by one:

1. Press **Services**, and use the **`Select`** softkey to select **1. Directory List.**
2. Find the entry you want to delete by pressing the first letter of the name on the dial pad, or use to scroll through the list.
3. Press the **`Delete`** softkey. At the prompt, press the **`Yes`** softkey to confirm the deletion, or press the **`Cancel`** softkey to cancel the delete.

To delete all items in the directory:

1. Press **Services**, and use the **`Select`** softkey to select **1. Directory List.**
2. Press **`DeleteList`** softkey. At the "`Delete entire Directory List?`" Prompt, press the **`Yes`** softkey. Press the **`Cancel`** softkey to cancel the directory deletion.

FAQ

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section "Connecting to the Network and to Power" in the *Aastra 480i IP phone Installation Guide* for details.

Why is my speakerphone not working?

If you press the /headset button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press /headset a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing /headset. See the section "Customizing your phone" in the *480i Installer's Guide* for instructions on how to change the Set Audio option.

Why can't I get a dial tone?

Check that all connections are not loose, and check that the phone has been installed properly. For installation instructions, please refer to the "Installation and Setup" section in the *Aastra 480i IP Phone Installation Guide* provided with your phone.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the "Adjusting Volume section" in the *Aastra 480i IP Phone Installation Guide* provided with your phone.

Why is the light not coming on with a new Voice Mail Message?

Your phone system or service provider must provide "Visual" Message Waiting service for this function to work. Check with your system administrator for more information.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to the correct handset jack ( ), and not the headset jack ( ), and that it is snugly connected to both the phone and handset. See the section "Connecting a Handset or Headset" in the *Aastra 480i IP Phone Installation Guide* for information.

How do I find the IP address of my phone?

Instructions on where to find the IP address of your phone can be found in this guide in the "Aastra Web Client" section under "Setting Your Options".

How do I change my User Password for the Aastra 480i Web Client?

Instructions on how to change your user password can be found in this guide in the "Aastra Web Client" section under "Setting Your Options".